

Notice of References Cited	Application/Control No. 09/608,293	Applicant(s)/Patent Under Reexamination MISSINHOUN ET AL.	
	Examiner Andre Boyce	Art Unit 3623	Page 1 of 1

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
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	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N	EP 0802664 A2	10-1997	EPO	Bentley et al	
	O					
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NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Anonymous, The New Call Center: Not just for calls anymore, May 1996, Telemarketing & Call Center Solutions, v14n11, pages 64-67 [DIALOG: File 15]
	V	Harvey, Thomson, What Do your Customers Really Want? (Special Focus: Marketing Strategies), July-August 1998, Journal of Business Strategy, v19n4, page 17
	W	
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
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